

Designing for Digital Inclusion in Healthcare

Seminar 2: Barriers that exclude people from digital health services, and how to remove them
January 2024

TAKEAWAYS

1. Many of the barriers to digital inclusion are common to different groups (access, skills, confidence) - but take care to explore any differences for the specific groups you are looking to engage

Have conversations and use the expertise of VCSE organisations who represent them

2. Digital services can be useful - they can make services more accessible to those who may be otherwise excluded and can help with tracking of symptoms or treatments

Use existing accessibility guidance to help you design your service and involve users in the design process

3. Think about staff and community support for your digital services - they may need training, resources, funding to make your service a success

Digital skills levels amongst employed people may not be good enough to provide support to others. Consider the stress being asked to provide support may add

To access a recording of the event, please visit [this page](#).